OCCUPANCY AGREEMENT (OA) BILLING
RELEASE 3.0
USER MANUAL

OAB-UM-004

Build 1.0

October 24, 2008

Contract PHKEC1125 **Task No. 555T0132**

Kokopelli Writing Group
Suite 505
Phoenix, Arizona

OCCUPANCY AGREEMENT (OA) BILLING RELEASE 3.0 USER GUIDE

TABLE OF CONTENTS

CHAPTER 1. USER GUIDE CONVENTIONS 1-1

CHAPTER 2. INTRODUCTION TO OA BILLING 2-1

CHAPTER 3. RENT REVISIONS FUNCTION 3-1

- Agency Adjustments Page 3-1
- Administrative Adjustments Page 3-1
- Trust Fund Adjustments Page 3-1
- Exceptions Page 3-2
- Exemptions Page 3-2
- Rent Exemptions Page 3-2
- Natural Disaster Exemptions Page 3-2

CHAPTER 4. PBS CLIENT DATA 4-1

- Agency Bureau Search Page 4-1
- Agency Bureau Details Page 4-1
- Billing Address Search Page 4-2
- Billing Address Details Page 4-2

CHAPTER 5. OA BILLING ADMINISTRATION FUNCTION 5-1

- User Admin Search for User(s) Page 5-1
- User Admin Add/Edit User Details Page 5-1
- Broadcast Page 5-1
- Application Administration Page 5-1

CHAPTER 6. OA BILLING REPORTS FUNCTION 6-1
Billing Report Submission Page 6-1
Billing Information Report 6-1
Exemption Report 6-1
Billing History Report Page 6-1

CHAPTER 7. OA BILLING USER CLASSES 7-1
Central Office Super User 7-1
Central Office User 7-1
View Only User 7-1
Tech Support User 7-1
PBS Portal User 7-2

CHAPTER 8. COMMON OA BILLING PROCESSES 8-1
Application Access 8-1
Search 8-1
Clear 8-1
Refresh 8-1
Export 8-2
New Search 8-2
Same Search 8-2

CHAPTER 9. OA BILLING MESSAGE TYPES 9-1

CHAPTER 10. OA BILLING PAGE COMPONENTS 10-1
Application Header Bar 10-2
Application Menu Bar 10-2

CHAPTER 11. OA BILLING APPLICATION PAGE TYPES 11-1
Search Page 11-1
Details Page 11-2
List with No Search Page 11-3

TABLE OF FIGURES

Figure 1 - OA Billing Home Page 10-1
Figure 2 - Application Header Bar 10-2
Figure 3 - Application Menu Bar 10-2
Figure 4 - Search Page 11-1
Figure 5 - Details Page 11-2
Figure 6 - List with No Search Page 11-3

CHAPTER 1. USER GUIDE CONVENTIONS

The following conventions are used throughout this user guide. These conventions are described in the table below:

Convention	Meaning
$OA Bill Tip$:	This symbol provides a helpful hint or shortcut that makes working through a task easier.
	The bold and italicized computer symbol signifies that you need to enter information into the OA Billing Application.
Note:	This symbol points out information that you need to know to further understand a topic or points you to another area which will provide further clarification.
1) 2)	Numbered steps guide you through hands-on exercises.
➢ Caution	This symbol alerts you to an action that you need to take special care with.
PRESS the ESC button	When you are told to press a button, the directive and the name of the button are capitalized – even if the name of the button does not match what you see on the screen or on your keyboard. (Such as in the example, the ESC button is referenced in all caps even though it appears in lower case on your keyboard).

Table 1 - User Guide Conventions

CHAPTER 2. INTRODUCTION TO OA BILLING

In April ’05 PBS billing was moved from STAR to Occupancy Agreement Billing. However, STAR is still the source for PBS building inventory.

OA Billing creates bills based on the Occupancy Agreement (OA) data from the OA Tool instead of CBR data from STAR. The relationship between the CBR and OA still exists. The Client Billing Record Module in STAR is used for assigning space/parking to clients (OA) in STAR.

Release 3.0 of OA Billing has been developed to maintain the billing data and provide a reporting function.

The OA Billing Application is comprised of the following functions:

- Rent Revision Function
- OA Billing Administration Function
- OA Billing Reports Function
- PBS Client Data

These functions are described in the following chapters.

CHAPTER 3. RENT REVISIONS FUNCTION

OA Billing is an application primarily used by PBS Central Office Users to maintain the OA Billing Rent Revisions Data. Rent Revisions Data defines various billing features like billing adjustments, special billing characteristics for agency bureaus, billing subsidies or levies etc. Monthly OA Billing processes use this data while billing the client agencies based on the data from OA Tool. Rent Bill Revisions Data is maintained by entering information in the following OA Billing pages:

- Agency Adjustments Page
- Administrative Adjustment Page
- Trust Fund Adjustments Page
- Exceptions Page
- Exemptions Page
- Rent Exemptions Page
- Natural Disaster Exemptions Page

Agency Adjustments Page

Agency adjustments are billing adjustments for Agency Bureaus (A/Bs). These adjustments are not billed to the associated OAs, i.e. no preparation is done to the OAs associated to the A/B.

Administrative Adjustments Page

The Administrative Adjustments Page is used to add, update, delete, expire, reactivate and export administrative adjustment percentages for agencies. These percentages are used to create administrative adjustments for specific rent charges.

Trust Fund Adjustments Page

The Trust Fund Agency Adjustments Page is used to add, update, delete and export trust fund agency reduction percentages for agencies. These percentages are used to create trust fund agency reductions for specific rent charges. They are posted as the percentage of specific rent charges for an Occupancy Agreement (OA) and appear in the Billing Adjustments & Corrections section of the Bill Pages.

Exceptions Page

The Exception Page is used to create OA Billing exception records for a specified Agency Bureau (A/B). All Occupancy Agreements associated with the Agency Bureau are processed as exceptions during the OA Billing process. Exceptions are used for security sensitive agency rent billing, such as the Department of Commerce, Department of Army, etc.

Exemptions Page

The Exemptions Page is used to create OA Billing exemption records for a specified Agency Bureau (A/B), a building, or a specific A/B within a building. All Occupancy Agreements associated with the Agency Bureau are processed as exemptions during the OA Billing process. An exemption is entered when the GSA Administrator grants a reduction in rent payments from a customer agency for a specified term of occupancy.

Rent Exemptions Page

The Rent Exemptions Page is used to add, update, delete and export Occupancy Agreement (OA) numbers that are to be exempt from rent charges for a specified period of time. These rent exemptions appear in the Billing Adjustments & Corrections section of the Bill Pages.

Natural Disaster Exemptions Page

The Natural Disaster Exemptions Page is used to create natural disaster exemption records for buildings that are closed or unavailable due to a natural disaster, such as a hurricane. The clients occupying these buildings are not billed for the period of the exemption.

CHAPTER 4. PBS CLIENT DATA

Agency Bureau Search Page

The Agency Bureau Search Page is used by Central Office to search for agency bureaus, export agency bureaus, access the Agency Bureau Details Page for a particular agency bureau or to initiate the creation of a new agency bureau.

Agency bureaus are used to describe the federal agencies and bureaus that do business with the GSA PBS. Agency bureaus are billed for PBS services using the Station Symbols (a.k.a. Agency Location Code).

Central Office Super Users, Central Office Users, and View Only Users have access to this page to search for agency bureaus and to access the Agency Bureau Details Page. Central Office Super Users and Central Office Users may also use the NEW button on this page to access the Agency Bureau Page to add a new agency bureau.

Agency Bureau Details Page

The Agency Bureau Details Page is used by Central Office to add, update, delete, deactivate, reactivate and export agency bureaus and create new station symbol mappings.

The audit trail information (the last user to update the record and the date and time the record was last updated) is displayed for each record.

OA billing will maintain up to three mappings for the agency bureau - the current and up to two previous mappings. You can create a new mapping or view up to the last three mappings (if three mappings already exist) for the agency bureau. When you create a new mapping and three mappings already exist, the earliest mapping is deleted from the system. You can create a mapping only when the agency bureau record has been created successfully.

Central Office Super Users and Central Office Users have access to this page to add, update, delete, deactivate, and reactivate agency bureaus and View Only Users have access to this page to view agency bureaus.

Billing Address Search Page

Billing Addresses are the Billed Office Address Code (BOAC) and the Intra-Governmental Payments and Collections (IPAC) addresses that are used to mail printed rent space bills to agencies and bureaus. The IPAC data is also known as the Simplified Intra-governmental Billing and Collection (SIBAC) in the TABLES application.

In OA Billing, the two address types are maintained through the same Search and Details pages, with appropriate data validations applied to each address type. The audit trail information is available for each billing address record.

Central Office Super Users, Central Office Users, and View Only Users have access to this page to search for existing billing addresses and to access the Billing Address Details Page to view detail information. Central Office Super Users and Central Office Users may also use the NEW button on this page to access the Billing Address Details Page to add a new billing address or to update an existing one.

Authorized users can search by various combinations of Address Type, Status, and Station Symbol. Wildcard characters (*) can be used in the Station Symbol field. Leaving all search criteria blank results in the retrieval of all billing addresses.

Billing Address Details Page

The Billing Address Details Page is used to create, update, or delete a billing address. For an existing billing address, the audit trail information and the date and time that the user last accessed OA Billing is displayed.

CHAPTER 5. OA BILLING ADMINISTRATION FUNCTION

The OA Billing Administration function is used to perform administrative functions for both the users and the application, as well as to broadcast messages to users that are currently logged into the application. The OA Billing Administration function is comprised of the following OA Billing pages:

- User Admin Search for User(s) Page
- User Admin Add/Edit User Details Page
- Broadcast Page
- Application Administration Page

User Admin Search for User(s) Page

The User Admin Search for User(s) Page is used to search for OA Billing users and to access the User Admin Add/Edit User Details Page to add, update, or view a user.

User Admin Add/Edit User Details Page

The User Admin Add/Edit User Details Page is used to create a user or to edit the information for an existing user. Any user who can view or update OA Billing data must be created through this page. Users who only view OA Billing Reports do not need to be set up on OA Billing.

Broadcast Page

The Broadcast Page allows OA Billing users to create and broadcast messages to all other users who are currently working in the OA Billing Application.

Application Administration Page

The Application Administration Page is used to set the status of the OA Billing Application to Available/Unavailable at a specific date/time or in the specified number of minutes from the time the change is added or updated. In addition, this page is also used to set the level of information logging for the OA Billing Application for both audit trails and debugging purposes.

CHAPTER 6. OA BILLING REPORTS FUNCTION

The OA Billing Reports function is used to select report criteria and to run the following reports: Billing Information Report (BIR), Exemption Report, and Billing History Report. The OA Billing Reports function is comprised of the following pages and reports:

- Billing Report Submission Page
- Billing Information Report
- Exemption Report
- Billing History Report Page

$OA Bill Tip$: You can view the reports, print the reports or download the reports to a text file.

Billing Report Submission Page

The Billing Report Submission Page is used to generate the Billing Information Report (BIR) and the Exemption Report. The desired report in the Report Name field may be selected. The reports that are generated are for posted transactions within the last five fiscal years for a selected billing period.

There are four different report styles – Detail, Detail Calculation, Summary, and Nationwide. Depending upon the report style selected in the Report Type field, the valid combination of search criteria changes.

Billing Information Report

The Billing Information Report (BIR) is used to view charges (except for exemptions) for a particular bill period based upon the selection criteria entered on the Report Submission Page. The report pages are similar to the actual bill pages sent to GSA's customer agencies. The BIR can be run on demand for both Preview and Final billing.

Exemption Report

The Exemption Report is used to view charges for exemptions for a particular billing period based upon the information that was entered on the Billing Report Submission Page. The Exemption Report can be run on demand for both Preview and Final billing.

Billing History Report Page

The Billing History Report Page is used to enter and select criteria used to generate Billing History Reports. The Billing History Report Page is used to generate the Billing History Report for billed amounts posted for the present and previous eleven months for an Occupancy Agreement (OA).

CHAPTER 7. OA BILLING USER CLASSES

This section details the five user classes available in OA Billing along with their corresponding access privileges to the specific OA Billing pages. The OA Billing pages are grouped according to the following functions:

- Rent Bill Revisions
- OA Billing Administration
- OA Billing Reports

The five available user classes are:

- Central Office Super User
- Central Office User
- View Only User
- Tech Support User
- PBS Portal User

Central Office Super User

These users have update access to the Rent Bill Revisions data. Within the OA Billing Administration function, they have access for maintaining the user profiles for the users and to broadcast messages to users logged into the OA Billing Application. These users have view only access to the OA Billing Reports.

Central Office User

These users have update access to the Rent Bill Revisions functions and view only access to the OA Billing Reports.

View Only User

These users have view only access to the Rent Bill Revisions data and view only access to the OA Billing Reports.

Tech Support User

Within the OA Billing Administration function, these users have access to maintain the user profiles in OA Billing and to make the OA Billing Application available or unavailable to the users. Tech support users are able to broadcast messages to users logged into the OA Billing Application. These users have view only access to the OA Billing Reports.

PBS Portal User

All other PBS Portal users that have not been explicitly assigned one of the user classes mentioned above only have view access to the OA Billing Reports.

The table below summarizes the OA Billing user classes and their access privileges:

OA Billing Pages	Central Office Super User	Central Office User	View Only User	Tech Support User	PBS Portal User
Rent Bill Revisions					
Agency Adjustments Search	View Only	View Only	View Only	No Access	No Access
Agency Adjustments Details	Update	Update	View Only	No Access	No Access
Exceptions	Update	Update	View Only	No Access	No Access
Exemptions	Update	Update	View Only	No Access	No Access
Rent Exemptions	Update	Update	View Only	No Access	No Access
Administrative Adjustments	Update	Update	View Only	No Access	No Access
Trust Fund Adjustments	Update	Update	View Only	No Access	No Access
Natural Disaster Exemptions	Update	Update	View Only	No Access	No Access
PBS Client Data					
Billing Address Search	Update	Update	View Only	No Access	No Access
Billing Address Details	Update	Update	View Only	No Access	No Access
Agency Bureau Search	Update	Update	View Only	No Access	No Access
Agency Bureau Details	Update	Update	View Only	No Access	No Access
OA Billing Reports					
Billing Information Report	View Only	View Only	View Only	View Only	View Only
Exemption Report	View Only	View Only	View Only	View Only	View Only
OA Billing History Report	View Only	View Only	View Only	View Only	View Only

OA Billing Administration					
Search For User(s)	View Only	No Access	No Access	View Only	No Access
Add/Edit User Details	Update	No Access	No Access	Update	No Access
Broadcast	Update	No Access	No Access	Update	No Access
Application Admin	No Access	No Access	No Access	Update	No Access

Table 2 - OA User Classes

$OA Bill Tip$: All OA Billing Users have access to the 'OA Billing Help', and 'News and Update' pages.

CHAPTER 8. COMMON OA BILLING PROCESSES

This section discusses the common behaviors for the OA Billing Application. These behaviors, which are used throughout the application, include general navigation, processing for navigation bar buttons and other common navigation rules for the OA Billing Application.

Application Access

The OA Billing Home Page displays the date and time of your previous OA Billing access. On your first OA Billing access, the message "This is your first access to OA Billing" is displayed.

Search

1. ENTER the criteria for the Search.

Note: You can search on any field or combination of fields. If an Adjustment ID is entered, then all other search fields are disabled.

2. PRESS the SEARCH button. If no records are found, the message "No records found" is displayed. If more than one record is found, the results are displayed in the table.

Clear

1. PRESS the CLEAR button. The message "Are you sure you want to clear the fields?" is displayed.
2. If you select "Yes", the fields at the top of the page are cleared. If you select "No", the page remains unchanged.

Note: Clicking the CLEAR button also clears any error conditions on the page.

Refresh

The REFRESH button refreshes the contents of the table and the fields in the upper portion of the window. This button is available on List with No Search pages (Refer to section 0 on Page 11-3 for an example of a List with No Search page).

1. PRESS the REFRESH button.
   - Caution: If any data has been previously entered or edited, the message "You will lose any changes. Do you still want to continue" is displayed. If you select "Yes", any previous changes that were made are lost and the detail information is displayed in the upper portion of the page. If you select "No", the page remains unchanged.

Export

The EXPORT button exports all of the records displayed in the table into a comma-delimited file. The EXPORT button is enabled when the table is populated.

1. PRESS the EXPORT button. The Windows Export Dialog box is displayed.
2. SELECT one of the following:
    - OPEN – Automatically opens and exports the entire table into Microsoft Excel.
    - SAVE – Allows you to save the table as a CSV file into the directory and file name of your choice.
    - CANCEL – No action is taken, the page remains unchanged.

Notes:

- If you are using a Windows 2000 machine, you may need to PRESS the OPEN button twice.
- If using the OPEN button in the Windows Export Dialog box, Internet Explorer inserts invalid characters in the .CSV sheet name and you will not be able to update the spreadsheet. To avoid this, press the SAVE button in the Windows Export Dialog box to first save the file and then perform any editing changes.

New Search

The NEW SEARCH button clears the fields on the Search page and allows you to perform a new search. This button is only available for Details pages.

*$OA Bill Tip$: All required fields are yellow, have an * before the field name and are bold.*

Same Search

The SAME SEARCH button allows you to perform a new search using the search criteria used in the previous search. This button is only available for Details pages and only if there are records in the search results table when the Details page is accessed.

CHAPTER 9. OA BILLING MESSAGE TYPES

Within the OA Billing Application, you will see the following types of messages when entering data or performing tasks:

TYPES OF OA BILLING MESSAGES	
Description:	Example:
Error Messages	
An error message displays in red text and tells you that something you entered or an action that you performed is incorrect. Error messages need to be corrected before you can continue.	ERROR: "Record already exists for this A/B Code."
Informational Messages	
An informational message displays in blue text and tells you additional detail about the data that you have entered or an action that you performed.	**"The record has been added successfully."**
Alert Messages	
An alert message displays in dark blue and cautions you about the action that you performed.	**"You will lose changes. Do you still want to continue?"**

Table 3 - OA Billing Messages

CHAPTER 10. OA BILLING PAGE COMPONENTS

The OA Billing Application has been designed to have a consistent look and feel by using standardized components on the OA Billing pages.

Figure 1 - OA Billing Home Page

Application Header Bar

The Application Header Bar contains the GSA logo, application logo, logged in user information, date, and link to Close OA Billing buttons. Additionally, depending on the page, a link to OA Billing Home Page, Help, and News and Updates are also available.

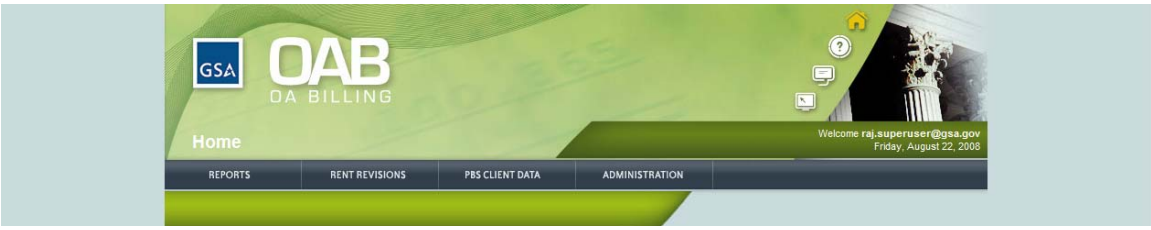

Figure 2 - Application Header Bar

Application Menu Bar

The Application Menu Bar contains the application buttons in the following order:

- Reports
  - Billing History Reports
  - Billing Report Submission
- Rent Revisions
  - Administration Adjustments
  - Agency Adjustments
  - Exceptions
  - Exemptions
  - Natural Disaster Exemptions
  - Rent Exemptions
  - Trust Fund Adjustments
- PBS Client Data
  - Agency Bureaus
  - Billing Addresses
- Administration
  - Broadcast
  - User Administration

Figure 3 - Application Menu Bar

CHAPTER 11. OA BILLING APPLICATION PAGE TYPES

Search Page

The Search Page is used for searching existing records and displaying the results in a table.

Figure 4 - Search Page

Details Page

The Details page is used to display, add, update, or delete details pertaining to a particular record.

Figure 5 - Details Page

List with No Search Page

The List with No Search Page lists all the records for the function in a table and allows you to view, add, update, or delete each record in the same page by selecting it from the table. List with No Search Pages in the OA Billing Application are Exceptions, Exemptions, Rent Exemptions, Administrative Adjustments, Trust Fund Agency, and Natural Disaster.

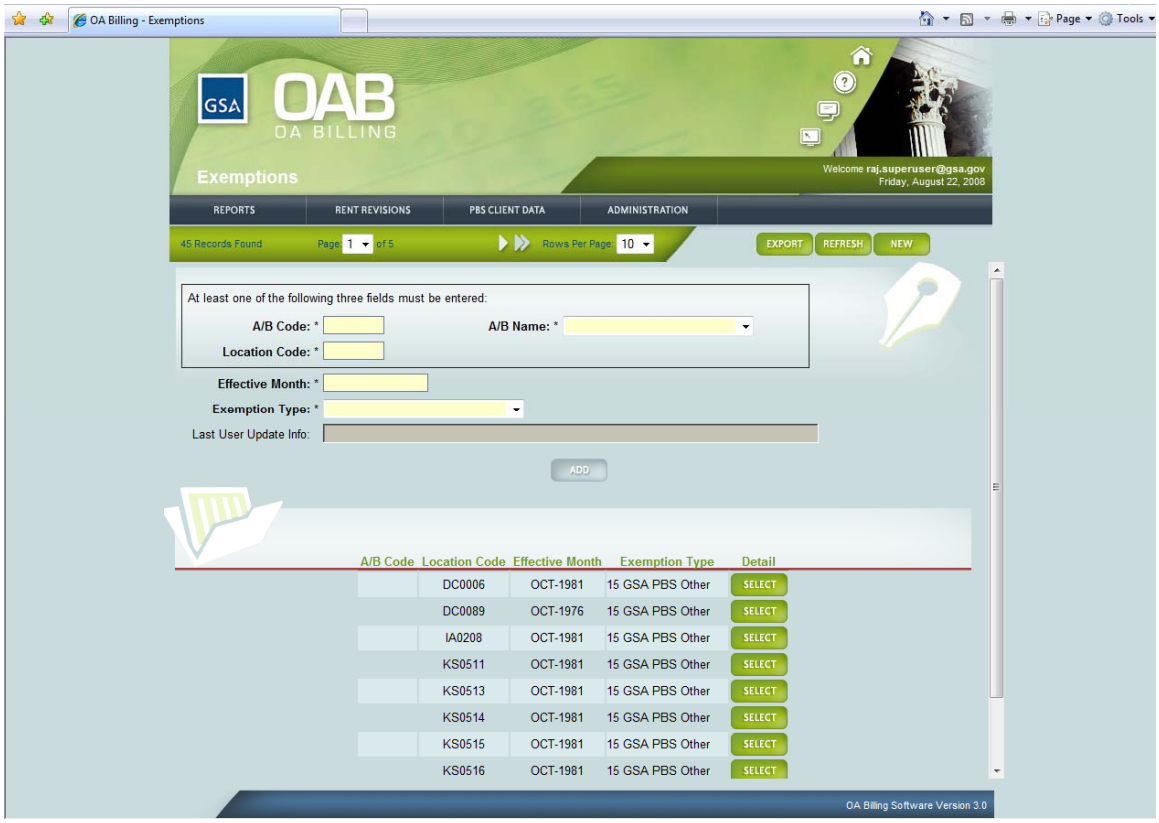

Figure 6 - List with No Search Page

A/B Name	The A/B Name drop down list is populated with the 20-character agency bureau short names. Once an A/B Name is selected from the drop down list, the A/B Code field is automatically populated with the corresponding agency bureau code.
Effective Month	This field identifies when the administrative adjustment should start.
Expiration Month	This field identifies when the administrative adjustment will end.
Percent Adjustment	This field is the administrative adjustment percentage applied to OAs with the specified A/B Code.

$OA Bill Tip$: The valid formats for billing months in the OA Billing Application are: 'MMM-YYYY', 'MMM/YYYY', 'MMM YYYY', 'MM-YYYY', 'MM/YYYY', and 'MM YYYY'.

1. CLICK the ADD button. The record is added and the message "The record has been added successfully" is displayed.

Please note this sample represents only a portion of a larger guide. Names of the company and program have been changed to protect the privacy of the company.